

Position Description (EP)

Read each heading carefully before proceeding. Make statements simple, brief, and complete. Be certain the form is signed. Send the original to DCF Personnel Services. Supervisors and incumbents are responsible for the completion of this form.

CHECK ONE: () NEW POSITION () EXISTING POSITION

PART I - Position Description

1. Agency Name DCF		9. Position Number K0062687		10. Budget Program Number	
2. Employee Name (leave blank if position vacant)			11. Present Class Title (if existing position) Technology Support Consultant II		
3. Division ITS			12. Proposed Class Title		
4. Section Technology Services			13. Allocation		
5. Unit Desktop Support			14 (a). Effective Date		14 (b). FLSA Code
6. Location (address where employee works) City Topeka County SN			15. By Approved		
7. (Circle appropriate time) Full Time x Perm Inter Part Time Temp %			16. Audit Date: By: Date: By:		
8. Regular Hours (circle appropriate time) From: 8:00am AM/PM To: 5:00pm AM/PM			17. Position Reviews Date: By:		

PART II - Organizational Information

Area for use by Personnel Office

18 (a). Briefly describe why this position exists. (What is the purpose, goal, or mission of the position)

This position provides technical assistance at the user's desktop for the DCF enterprise. This is considered tier 3 support. Duties include but are not limited to, resolving tickets within the incident tracking system, provide onsite troubleshooting and fixes to resolve desktop computer issues, working with vendors to get replacement parts for PC equipment, provide hardware peripheral installations, complete new machine deployments and help establish formal standards and procedures to be used within desktop support division. Additional duties include: package and patch management, remote support of desktops and virus protection. This position could be subject to being placed in stand-by or call back status to support the 24/7 services that ITS supports.

18 (b). If this is a request to reallocate a position, briefly describe the reorganization, reassignment of work, new functionality added by law or other factors which changed the duties and responsibilities of the position.

19. Who is the supervisor of this position? (Who assigns work, gives directions, answers questions and is directly in charge.)

Name: Scott W. Phillips

Title: Information Systems Manager I

Position Number: K0219613

Who evaluates the work of an incumbent in this position.

Name: Same as above

Title: Same as above

Position Number: Same as above

20. a) How much latitude is allowed employee in completing the work? b) What kinds of instructions, methods and guidelines are given to the employee in this position to help do the work? c) State how and in what detail assignments are made

Assignments are given verbally and/or in writing with some details on desired outcomes. Tasks are performed with some latitude in determining work methods or procedures. Work is checked for results achieved.

d) Which statement best describes the result of error in action or decision of this employee.

- () Minimal property damage, minor injury, minor disruption of the work flow.
(X) Moderate loss of time, injury, damage, or adverse impact on health and welfare of others.
() Major program failure, major property loss, or serious injury of incapacitation.
() Loss of life, disruption of operations of a major agency.

21. Describe the work of this position using this page or one additional page only. (Use the following format for describing job duties:)

What is the action being done (use an action verb); to **whom** or **what** is the action directed (object of action); **why** is the action being done (describe the result or outcome expected); ***How** is the action expected to be performed (describe the manner, methods, techniques or procedures in which the task is currently performed). For each task state: Who reviews it? How often? What is reviewed for?

Number Each Task and Indicate Percent of Time and Identity of each function as essential or marginal by placing an E or M next to the % of time for each task. Essential functions are the primary job duties for which the position was created and that an employee must be able to perform, with or without reasonable accommodation. A marginal function is a peripheral, incident or minimal part of the position

<u>No.</u>	<u>%</u>	<u>E OR M</u>	
1	35	E	This position provides technical assistance at the user's desktop for the DCF enterprise. This is considered tier 3 support. Duties include but are not limited to, resolving tickets with the incident management system, provide onsite troubleshooting and fixes to resolve desktop computer issues and work with vendors to get replacement parts for PC equipment.
2	25	E	Provide hardware peripheral installations and demonstrating hardware and software to computer users. Completes new machine deployments, install and upgrade software as needed and help establish formal standards and procedures to be used within desktop support division.
3	20	E	This position is responsible for creating and distributing various software packages to support ITS efforts.
4	10	E	Updates information in the patch management web site to document potential issues weekly/daily and recommends appropriate actions and follows up to ensure completion.
5	10	E	Other duties as assigned. May include being placed in stand-by or call back status to support the 24/7 services that ITS supports.

22. List the consequences of not performing the essential functions of this position as identified in Section 21.

Failure to perform the essential functions above could result in loss of productive work time for DCF users who assist the citizens of Kansas.

23. a. If work involves leadership, supervisory, or management responsibilities, check the statement which best describes the position

- () Lead worker assigns, trains, schedules, oversees, or reviews work of others.
- () Plans, staffs, evaluates, and directs work of employees of a work unit.
- () Delegates authority to carry out work of a unit to subordinate supervisors or managers.

b. List the class titles and position numbers of all persons who are supervised directly by employee in this position.

Class Title

Position/KIPPS Number

24. For what purpose, with whom and how frequently are contacts made with the public, other employees or officials?

Works daily with DCF staff and outside entities.

25. What hazards, risks or discomforts exist on the job or in the work environment?

Normal office work environment when working at desk. This position is mobile as well and does require moving up to 50 lbs for computer related equipment. May require getting on the floor, under or behind desks.

26. List machines or equipment which are currently used to complete the tasks or production standards for this position. Indicate the frequency with which they are used.

Daily – Normal work environment (Phone, computer, copier, fax, printer, peripheral devices)

PART III - Education, Experience and Physical Requirements Information

27. Minimum Qualifications as stated in the State of Kansas Class Specifications.

High school diploma or equivalent and one year advising and assisting computer users in a distributed computing environment. Education may be substituted for experience as determined relevant by the agency.

28. SPECIAL REQUIREMENTS

A. State any additional qualifications for this position that are necessary to perform the essential functions of this position. (License, registration or certification).

B. List any skill codes or selective certification required for this position. Selective certification must first be approved by the State Division of Personnel Services. Knowledge of Microsoft SCCM and SCSM along with packaging software such as Flexera AdminStudio and Wise Solutions. Scripting language (i.e. Power Shell 3) is used to create scripts for installation and support purposes on all DCF PCs.

C. List preferred education or experience that may be used to screen applicants.

29. Describe the physical characteristics of the job as they relate to essential functions (focus on results, not methods of obtaining results).

This job does require moving computer related equipment up to 50 lbs. This position is mobile and does require working in multiple buildings.

30. Describe any methods, techniques or procedures that must be used to insure safety for equipment, employees, clients and others.

PART IV - Signatures

Signature of Employee

Date

Signature of Personnel Officer

Date

Signature of Supervisor

Date

Signature of Agency Head or Appointing
Authority

Date